From: rgbagwell@msn.com@inetgw
To: Microsoft ATR
Date: 1/28/02 1:18pm
Subject: Microsoft Settlement

I am amazed by the statements that Microsoft (MS) has cost the consumer since I am convinced that I have saved at least 60% over what I would have paid without the their operating system. I remember the days that the people around me made fun of MS due to the fact that the included OS support was so rudimentary. MS has designed better built-in support over the years and now the same people say it is too good and is driving other people out of business. (Browsers have been in all operating systems for decades!!) True competitors are having a hard time coming up with something better to sell. This is hard on them but does not increase the cost to the consumer. If they have a better gidget I have the choice of using the built-in capability or buying theirs. A really good choice. I can go on and on but I will only say one more thing. Given a specific function it is always cheaper to have one designer selling to 10 million vs 10 designers selling to 1 million apiece. Since it takes the same number of people to design the function and each is sold to 1/10th the number of consumers the cost to the consumer is 10x the one designer scenario. We have the battle of lower cost to the consumer vs more jobs for designers!!
Sincerely   Roger Bagwell HW/SW Engineer